



**MAY 2011**

**STATE OF CALIFORNIA  
DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU OF AUTOMOTIVE REPAIR  
CONSUMER ASSISTANCE PROGRAM**

**REPAIR ASSISTANCE – FREQUENTLY ASKED QUESTIONS**

**Where can I go to get my vehicle repaired?**

Only Gold Shield repair stations are authorized to repair vehicles participating in CAP. A list of authorized Gold Shield stations is available online at the Consumer Assistance Program (CAP) link located in the “Quick Hits” section at [www.smogcheck.ca.gov](http://www.smogcheck.ca.gov) or by calling **800.952.5210**.

**If I take my vehicle to a non-Gold Shield repair station, will CAP provide financial assistance toward the cost of repairs?**

No, CAP is only authorized to pay for repairs that are completed by Gold Shield repair stations under contract with BAR.

**How much should I expect to pay?**

The cost to you depends on the type(s) of repairs your vehicle needs. Also, since Gold Shield stations are independently owned and operated, the hourly rate they charge and the time required to perform the repairs varies. You should obtain more than one estimate prior to authorizing testing or repairs to ensure you get the best price and value.

**What is a co-pay?**

The co-pay is the amount you are required by law to pay directly to the Gold Shield repair station toward the diagnosis and repair of your vehicle. The co-pay amount is set in regulations at \$20.

**Will I have to pay for anything?**

You are responsible for the co-pay as indicated on your *Letter of Eligibility*, the certificate of compliance (\$8.25), and any repairs you authorize beyond the \$500 CAP benefit.

**Will I be reimbursed for repairs that helped my vehicle pass Smog Check prior to applying with CAP?**

No, CAP cannot reimburse you for tests or repairs performed.

### Can a Gold Shield station decline to work on my vehicle?

Gold Shield stations have the discretion of not accepting vehicles for any of the following reasons:

- The vehicle is inaccessible, unsafe or untestable;
- The testing and diagnosis of your vehicle will require more than 1.5 hours;
- The station does not have the expertise to diagnose and repair your specific vehicle; or
- The vehicle owner is uncooperative or unwilling to work within CAP guidelines

Please contact CAP at **866.272.9642** should you require assistance in locating another Gold Shield station in your area.

### Why does the station have to test and diagnose my vehicle?

CAP requires a licensed Smog Check technician to test and diagnose a failure before making any repairs. To ensure your vehicle can be properly tested, it must have at least one quarter tank of gas.

### What types of repairs are covered?

CAP will only pay for emissions-related diagnostics and repairs.

### What types of repairs are not covered by CAP?

CAP will not pay for non-emissions related repairs or regularly scheduled maintenance items unless it is the direct cause of the emissions failure. Non-reimbursable items may include:

- |   |  |                           |
|---|--|---------------------------|
| • Batteries   | • Motor and transmission mounts                        | • Steering and suspension |
| • Body repairs                                      | • Mufflers   | • Tailpipes               |
| • Brakes  | • Oil and fluid top-offs                               | • Tires                   |
| • Charging and starting system                      | • Radiators  | • Water pumps             |
| • Fuel  | • Repairs performed after the vehicle is certified     |                           |
| • Glass repairs                                     | • Safety-related equipment (i.e. air bags, seat belts) |                           |
| • Heating, ventilation and air conditioning repairs |  |                           |

### What are my options if the repairs exceed what CAP can pay?

- You may continue with the repair process and pay for additional repair costs yourself.
- You may be eligible for the CAP Vehicle Retirement option.
- You may be eligible for a one time repair cost waiver through the Referee. Please talk with your Gold Shield station about this option.

### Is there a deadline for repairing my vehicle through CAP?

Yes. You must repair your vehicle within 90 days of the date indicated on your *Letter of Eligibility*.

### Where can I get more information?

Visit the Bureau of Automotive Repair's (BAR) Web site **[www.smogcheck.ca.gov](http://www.smogcheck.ca.gov)** or call CAP at **866.272.9642**. CAP hours of operation are Monday through Friday, 8:00 a.m. to 4:50 p.m. Please note that BAR offices are closed on Saturdays, Sundays, and state holidays.